STATEMENT OF WORK (SOW)

For:

ASSET AND TRANSPORT MANAGEMENT (ATM), VENDOR SUPPORT CENTER (VSC), AND GSA ADVANTAGE (ADV) APPLICATION HELP DESK SUPPORT SERVICES

In support of:

General Services Administration (GSA)

Office of GSA Information Technology (IT)

Issued to:

**All Contractors under
Veterans Technology Services (VETS) 2
Government Wide Acquisition Contract (GWAC)
Multiple Award, Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract
"aka" Master Contract or "VETS 2"**

Issued by:

**General Services Administration (GSA) OAS,
Office of Internal Acquisition (OIA)
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Washington, DC 20405**

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1   BACKGROUND

The General Services Administration (GSA), Information Technology (IT) Division provides Government agencies and vendors with a wide variety of information technology and professional services. In support of these services, GSA IT developed numerous IT applications that require help desk support to assist application users worldwide.

2   OBJECTIVE

GSA IT seeks to work with a Contractor to provide help desk services. The immediate program priority is to ensure a smooth operational transition-in plan and the hand-off from the current Tier 1/Tier 2 Contractor(s). Maintaining service levels and transparency for customers is of paramount importance. The Contractor shall plan and develop an approach to manage and provide Tier 1 and Tier 2 help desk support and suggest potential changes to **improve efficiency** with help desk process. The GSA is expecting the Contractor to **add value** by proposing alternative plans or methods for improving, optimizing, and enhancing the Tier 1 and Tier 2 help desk processes and performance. Service Level Agreements (SLAs) for help desk performance are found in Section J, Attachment G, and "SLAs."

3   AGENCY MISSION

The GSA IT develops, manages, and operates a variety of major applications as part of its mission and business functions. Help desk support is required for customer inquiries regarding these major application groups.

The GSA IT is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining applications, systems, and services based on Agile development processes.
- GSA IT technology architecture – developing a standard, flexible architecture that will support the future needs of GSA IT applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.
- IT security – ensuring compliance of GSA IT applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing GSA IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of GSA IT by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

4   SCOPE

The scope of this SOW is for Tier 1 and Tier 2 help desk support for the following three GSA IT application groups: (1) Asset and Transportation Management (ATM), (2) Vendor Support Center (VSC), and (3) GSA Advantage (ADV). The function of the ATM/VSC/ADV help desk is to address questions, issues, and problems encountered by application users. Inquiries come in via telephone and e-mail from customers that use this help desk including internal GSA users and external users such as customers from other government agencies, vendors, and private citizens. Tier 1 personnel may escalate issues to Tier 2 personnel who may escalate to Tier 3 (Tier 3 is outside the scope of this SOW).

Tier 1 (T1) is the initial point of contact that provides a basic level of support; it is synonymous with first-line support. The first job of a T1 specialist is to gather the customer's information (for example, but not limited to: first name, last name, agency/company, phone number, email address) and determine the customer's issue by analyzing symptoms and attempting to determine the underlying problem. The T1 specialist shall gather as much information as possible and input this information into the GSA-approved ticketing system. All user inquiries must be documented by creating a GSA approved ticket. Once the problem is clearly understood, the T1 specialist can sort through the possible available solutions by utilizing the application knowledge base provided by GSA. T1 specialists typically handle problems such as password reset and/or system navigation or answering questions pertaining to basic application functionality. T1 specialists have a basic to general understanding of the applications, but some problems may require the next level of support to resolve more complex issues. When this is the case, T1 specialists shall escalate the ticket to T2 support.

Tier 2 (T2) support is a more in-depth technical support level than T1, and requires the technicians to be more experienced and knowledgeable about the applications they support. T2 specialists are responsible for assisting T1 personnel in solving basic technical problems and for investigating elevated issues by validating the problem and having the ability to provide solutions to these more complex issues.

Based on calls received in 2017 and the first 6 months of 2018, the ATM/VSC/ADV help desk is expected to receive approximately 80,000 inquiries in Base Period 1 of the task order. The Government anticipates a 1-3% annual growth in help desk calls for current environment inquiry volume (Section J - Attachment P, "Current Env Inquiry").

5   CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

Application groups and applications that require help desk support under this Statement of Work (SOW) are identified in Section J, Attachment I**, "Current Environment Applications."** The applications listed include the quantity of inquiries for calendar year 2017 and the first 6 months of 2018. This reflects the current environment; however, as GSA service offerings evolve, an

increase in inquiries above and beyond the current threshold may require additional resources, and shall be handled via the Optional Surge CLIN.

6   TASKS

6.1   TASK 1 – PROVIDE PROGRAM MANAGEMENT

The Contractor shall provide program management support for the work identified in this SOW. This includes the management and oversight of all activities performed by Contractor personnel, including subcontractors, to satisfy the requirements identified in this SOW. The Contractor shall identify a Program Manager (PM), designated as Key Personnel, by name, who shall provide management, direction, administration, Point of Contact (POC) for all invoicing, quality assurance, and leadership during the execution of this Task Order. For purposes of the VETS 2 contract, this PM role may be fulfilled utilizing VETS 2 Labor ID #204 SME - Computer User Support Specialist.

6.1.1 SUBTASK 1 – COORDINATE A PROJECT kick-off meeting

The Contractor shall participate in the Project Kick-Off Meeting within 7 Business days of award at a location approved by GSA. The meeting will include introductions between the Contractor and GSA personnel who will be involved with this SOW. The meeting will provide the opportunity to discuss technical, management, security issues, and reporting procedures. At a minimum, the attendees shall include Contractor Key Personnel, the GSA Branch Chief, other GSA personnel that will be identified prior to the kickoff meeting, and the GSA COR and CO. The team will discuss the following documents provided in the response to the request for quote at the Kick-Off meeting:

    a. Copy of Draft Transition-In Plan.
    b. Draft Service Level Agreements (SLAs) as defined by GSA with input/comment from the Contractor.
    c. Draft Monthly Status Report.

The Contractor shall provide the meeting notes and action items as output from the Kickoff Meeting two business days after the meeting.

6.1.2 SUBTASK 2 –PREPARE A MONTHLY STATUS REPORT (MSR)

The Contractor shall develop and provide a MSR, Section J, Attachment N, "Sample MSR" is provided as a guide, by the tenth of each month via e-mail to the Government Project Manager (PM), Technical Point of Contact (TPOC) and the COR. The MSR shall include the following, at minimum:

a. Activities during reporting period, by task (include: ongoing activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task and any updates or recommendations to improve Tier 1 and 2 activities.

b. A summary of helpdesk tickets that are "open" during the reporting period, by task (Include: On-going activities, new activities, activities completed; progress to date on all above-mentioned activities). Summarize each ticket and include the following information in the summary:

- Ticket Number
- Date of Request
- Requestor name
- Date of COR/TPOC review
- Description of work to be performed
- Expected Start Date
- Expected Finish Date
- Expected Level of Effort
- Status
- Actual Finish Date

c. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.

d. Personnel gains, losses, and status (e.g., security clearances)

e. Government actions required.

f. Schedule of deliverables.

g. Service Level Agreements (SLAs) and compliance and inquiry volume for each application.

6.1.3   SUBTASK 3 – CONVENE MONTHLY STATUS REPORT MEETINGS

The Contractor shall convene monthly Status Report Meetings by the 15th of the month with the Government PM, TPOC, COR, and other government stakeholders to be identified by GSA after task order award. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, establish priorities, and coordinate resolution of identified problems. The Contractor shall provide minutes of these meetings including attendance, issues discussed, decisions made, and action items assigned, to the COR within two Business days following the meeting.

6.1.4   SUBTASK 4 –PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The Contractor shall document support requirements in a PMP. Section J, Attachment M, "Sample Project Management Plan" is provided as a guide. The PMP shall:

   a. Describe the proposed management approach.
   b. Include milestones, tasks, and subtasks required in this SOW
   c. Include the Contractor's Quality Control Plan (QCP).

The Contractor shall provide the Government with a draft PMP in response to the RFQ. After contract award, the Government will review and make comments and update sections that require input by the Government. Within 5 Business days of receipt of the Government's input, the Contractor shall update the PMP and deliver as a final deliverable.

6.1.5   SUBTASK 5 –Project Management Plan (PMP) Update

The PMP is a living document that shall be updated annually at a minimum of 45 Business days before the end of each base and option contract period. **(See Section 13 - QUALITY ASSURANCE).**

6.1.6   SUBTASK 6 – UPDATE QUALITY CONTROL PLAN (QCP)

The contractor shall update the QCP submitted with their proposal and provide a final QCP as required in **(See Section 13 - QUALITY ASSURANCE).**

 The contractor shall periodically update the QCP, as required in Section 13, as changes in program processes are identified.

6.2   TASK 1 - TRANSITION MANAGEMENT SERVICES

Transition occurs at two key points during the period of performance: 1. task order award and 2. end/conclusion. At task order award, a transition must be accomplished as the Contractor transitions from the incumbent Contractor (Transition-in). At task order/contract conclusion, the Contractor must transition to the new Contractor (Transition-out). As applicable, the Contractor will be required to provide transition plans that address the following:

6.2.1   SUBTASK 1 - TRANSITION IN

The Contractor shall use the transition in time (first month of the base year period of performance) to prepare for and achieve operational status for activities within their control. To accomplish this level of operational readiness, the Contractor shall implement its proposed transition-in plan, which shall be submitted as part of the technical proposal. Site access will be permitted as required.

The Contractor shall implement its Transition In Plan NLT than 10 workdays after it is approved by the Government (this may be at contract award).

During the transition period, the Contractor shall be trained on help desk tools such as the GSA approved ticketing system, call system, and all application group applications listed in this SOW.

The Contractor shall make a best effort to ensure there will be minimal service disruption to Government business, and minimal service degradation during and after transition for activities within its control. All transition activities shall be completed *30 calendar days* after the task order start date. The Contractor shall provide a draft Transition-In Plan in response to the RFQ and at the kick-off meeting.

The Contractor's Transition-In Plan shall address, at a minimum, the following:

Staffing plan for the proposed work:

- Staff currently available.
- Staff recruitment methods to add needed staff.
- Staff orientation with GSA IT.
- Staff orientation with incumbent staff.
- Contractor's staff retention rates.
- Contractor's staff retention policies and incentives.

6.2.2   SUBTASK 2 -TRANSITION OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to incoming Contractor personnel at the expiration of the task order. The Contractor shall provide a Transition-Out Plan NLT **90 calendar days** prior to expiration of the task order. The Contractor shall identify how it will coordinate with the incoming Contractor and/or Government personnel to transfer knowledge regarding the following:

a. Project management processes.
b. Points of contact.
c. Location of technical and project management documentation.
d. Status of ongoing technical initiatives.
e. Appropriate Contractor to Contractor coordination to ensure a seamless transition.
f. Transition of Key Personnel.
g. Schedules and milestones.
h. Actions requested of the Government.

The Contractor shall also establish and maintain effective communication with the incoming Contractor and Government personnel for the transition period as required, but no less than weekly via the established weekly status meetings.

The Contractor shall implement its Transition-Out Plan, per Government approval, **NLT30 calendar days** prior to end of the task order.

7 DELIVERABLES SCHEDULE AND MILESTONE DATES

All deliverables shall be delivered to the COR and CO no later than the dates specified in the QASP and Deliverables Table below. All deliverables must be submitted via email and become the property of the U.S. Government.

MILESTONE/ DELIVERABLE	SOW REFERENCE	CONTRACT IMPLEMENTATION DATE
Coordinate a Project Kickoff Meeting	Section 6.1	Within 7 Business days after award of task order.
Provide Kick-Off meeting notes and action items	Section 6.1.1	Within 2 Business days of kickoff meeting
Service Level Agreements (SLAs)	Section 6	No later than 5 Business days after kick off meeting.
Monthly Status Report	Section 6	No later than the 10th Business day of the month.
Monthly Status Report Meetings	Section 6	No later than the 10th Business day of the month.
Convene monthly status report meetings	Section 6.1.3	No later than the 15th of the month.
Provide minutes of the monthly status report meetings	Section 6.1.3	Within 2 days of the meeting.
Project Management Plan (PMP). May include Quality Control Plan and Quality Assurance Plan as sections in the PMP.	Section 6.1.4	Deliver 10 Business days after award, and finalize within 5 Business days of GSA's input.
Project Management Plan Update	Section 6.1.4	Updated, if required, no less than 45

		Business days before the end of each base and option period.
Implement Transition In Plan	Section 6.2	10 workdays after it is approved by the Government (this may be at task order award).
Complete Transition In Plan	Section 6.2.1	All transition activities shall be completed 30 calendar days after the task order start date.
Attend status meetings quarterly	Section 9	Quarterly at a day and time to be determined after task order award.
Conduct training weekly and provide log of training details	Section 10	Weekly, if required
Transition Out Plan	Section 6.2.2	Ninety calendar days before task order end date.

8   QUALITY ASSURANCE

Quality Assurance is a required and vital aspect for all requirements in this SOW. FAR Part 46 describes the responsibilities of both the Government and the Contractor to ensure the quality of the services to be provided to the Government.

In compliance with clause 52.246-4 Inspection of Services - Fixed Price, the contractor shall provide to the CO and to the COR a Quality Control Plan (QCP) with its RFQ response. This plan, which may be included in the sample Project Management Plan, shall be submitted to Government within ten (10) Business days after the award of the task order. The COR shall notify the contractor of acceptance or required modifications and obtain acceptance of the plan by not later than thirty (30) calendar days after the award of the task order. The QCP shall include the following minimum requirements:

- A description of the inspection system to cover all services and deliverables. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, and frequency of inspections.

- A description of the methods to be used for identifying and preventing defects in the quality of service performed.

- A description of the records to be kept to document inspections and corrective or preventive actions taken.

- All records of inspections performed shall be retained and made available to the Government upon request throughout the task order performance period, and for the period after task order completion, until final settlement of any claims under this task order.

The Government shall regularly evaluate the contractor's performance. The COR shall evaluate the contractor's performance through inspections of deliverables identified herein this SOW; note that it is the contractor's responsibility to ensure adherence to the submitted QCP to ensure acceptable performance under the task order. The Government may inspect each task as completed or increase the number of quality control inspections if deemed appropriate because of repeated failures discovered during quality control inspections or deliverables. Likewise, the Government may decrease the number of quality control inspections if merited by performance. The CO shall make final determination of the validity of COR complaint(s) in cases of disagreement between the contractor and the COR.

The Government shall create a Quality Assurance Surveillance Plan (QASP) for the above internal surveillance purposes, and this document will be updated at the sole discretion of the Government. As the Government views this document as internal guidance for quality assurance as per FAR Subpart 46.4, it may change at any time without notification to the contractor. However, as per FAR 46.407, the CO has the authority to reject services not conforming in all respects to task order requirements.

The Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance. This QASP explains the following:

- **Deliverable or Required Service(s).**
- **Performance Standard(s).**
- **Acceptable Quality Level (AQL).**
- **Method of surveillance.**

The QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the task order. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance. In addition, the QASP should recognize that unforeseen and uncontrollable situations may occur.

The Contractor shall be evaluated using the Contractor Performance Assessment Reporting System (CPARS) format. Business days are used unless stated otherwise.

Deliverable or Required Service(s)	Performance Standard(s)	Acceptable Quality Level (AQL)	Method of Surveillance
Attend a project kickoff meeting.	The Contractor shall attend a Project Kick-Off Meeting at a location scheduled and approved by GSA. The meeting will include introductions between the Contractor personnel and GSA personnel who will be involved with this SOW	**Satisfactory:** Post-Award Meeting held at location specified (virtual attendance is acceptable) within 7 Business days or less and kickoff meeting notes provided within 2 Business days or less. **Unsatisfactory:** Meeting not scheduled within the time period specified.	100% Inspection
Provide Kick-Off meeting notes and action items.	The Contractor shall provide Kick-Off meeting notes and action items to the COR and PM via email within 2 business days of the meeting.	**Satisfactory:** Meeting notes and action items accurately depict what was discussed and delivered on time. **Unsatisfactory:** Notes are not complete or not delivered on time.	100% Inspection
Service Level Agreements Updated to final, if required	Service Level Agreements shall be updated to final, if required, 5 Business days after government comments from the kick-off meeting.	**Satisfactory:** The SLAs are accurately updated based on GSA's feedback and delivered on time. **Unsatisfactory:** SLAs do not reflect comments and are not delivered on time.	100% Inspection
Prepare Monthly Status Report (MSR)	The Contractor shall provide a MSR, by the tenth of each month	**Satisfactory:** Provide MSR by the 10th of the month to the COR, PM,	100% Inspection

	via e-mail to the Government Project Manager (PM), Technical Point of Contact (TPOC) and the COR.	and TPOC PM via email. **Unsatisfactory:** MSR not received or received after agreed-upon day.	
Convene Monthly Status Report Meetings	The Contractor shall convene monthly Status Report Meetings with the Government PM, TPOC, COR, and other government stakeholders to be identified by GSA by the 15th of the month.	**Satisfactory:** Weekly Activity Report meetings are be scheduled and conducted on time. **Unsatisfactory:** Contractor does not schedule or conduct the monthly meetings.	Random Inspection
Provide minutes of the monthly status report meetings.	The Contractor shall provide minutes of the monthly status report meetings including attendance, issues discussed, decisions made, and action items assigned, to the COR within two Business days following the meeting.	**Satisfactory:** Monthly Meeting Minutes are accurate and delivered on time. **Unsatisfactory:** Contractor provides incomplete notes or the notes are not delivered on time.	Random Inspection
Project Management Plan (PMP).	After task order award, deliver to the Government within 10 Business days. The Government will review and make comments and update sections that require input by the Government. Within 10 Business days of receipt of the	**Satisfactory:** The PMP is updated with the Government comments and delivered on time. **Unsatisfactory:** The PMP is not updated correctly or is not delivered on time.	100% Inspection

	Government's input, the Contractor shall update the PMP and deliver as a final version.		
Project Management Plan (PMP) Update	The Contractor shall update the PMP, if required, no less than 45 Business days before the end of each base and option task order period.	**Satisfactory:** The PMP is updated, if required and delivered on time. **Unsatisfactory:** The PMP should be updated and is not or it is not delivered on time.	100% Inspection
Implement Transition In Plan	The Contractor shall implement its Transition In Plan NLT than 10 workdays after it is approved by the Government (this may be at task order award).	**Satisfactory:** The transition in plan is implemented on time. **Unsatisfactory:** The transition plan is not implemented on time.	100% Inspection
Complete Transition In Plan	The Contractor shall complete its Transition In Plan within 30 Business days after task order award.	**Satisfactory:** The transition in plan is completed on time. **Unsatisfactory:** The transition in plan is not completed on time.	100% Inspection
Attend quarterly status meetings as requested by GSA	The Contractor shall attend status meetings quarterly (dates and times to be determined after task order award) at the request of GSA to receive and discuss	**Satisfactory:** Attend the status meetings if requested by GSA. **Unsatisfactory:** Contractors do not attend the status meetings if requested by	Random Inspection

	updates regarding the status of potential programming changes, enhancements to applications, and upcoming events, if applicable.	GSA.	
Conduct training weekly and provide log of training details	The Contractor shall conduct weekly training (for either products or services), if required (as determined by the GSA PM), for GSA Vendors on how to use various GSA applications. The Contractor shall provide a log of training provided including vendor or company, name, phone, email address, type of training provided submitted monthly with the monthly status report.	**Satisfactory:** Training is conducted weekly, if required, and a log of training and participants is provided on a monthly with the MSR. **Unsatisfactory:** Training is not conducted weekly, if required, and a log of training and participants is not provided monthly with the MSR.	Random Inspection
Transition Out Plan	The Contractor shall provide a Transition-Out Plan NLT 90 calendar days prior to expiration of the task order. The Contractor shall identify how it will coordinate with the incoming Contractor and/or	**Satisfactory:** The transition out plan is delivered on time with requested information. **Unsatisfactory:** The transition out plan is not completed on time or does not contain requested information.	100% Inspection

	Government personnel.		

9   TASK 1 - PROVIDE HELP DESK SUPPORT FOR THE ATM, VSC, AND ADV APPLICATION GROUPS

The Contractor shall manage, maintain and conduct the day-to-day Tier 1 and 2 help desk services identified below:

The Contractor's Program Manager (VETS 2 SME - Computer Support Specialist), Business in coordination with GSA assigned technical points of contact, shall assign a Service Desk Manager (VETS 2 Senior Computer Support Specialist) to manage, maintain and conduct the day-to-day Tier 1 and Tier 2 help desk support for the customers identified for ATM, VSC, and ADV application groups.

The help desk shall address and resolve, if possible, any problems or issues presented to Tier 1. In the event that the issues cannot be resolved, the Contractor shall escalate the issue to Tier 2 for resolution.

The Contractor shall, at a minimum:

- Document in the GSA-approved ticketing system, manage and assign all help desk inquiries and provide resolution to each in accordance with the SLAs documented in Section J, Attachment G.

- Attend status meetings quarterly (dates and times to be determined after contract award) at the request of GSA to receive and discuss updates regarding the status of potential programming changes, enhancements to applications, and upcoming events, if applicable.

- Identify and recommend improvements to help desk support through ongoing self-monitoring and the continuing search for improvement. Recommendations shall be documented and sent via email to the Government PM, TPOC, and COR, or at the monthly status meetings. Changes to the existing process require coordination with the PM and COR. Recommended change may require review by the CO that could lead to a task order modification.

- Respond to all help desk inquiries. Upon receipt of an inquiry, the Contractor shall create tickets in the GSA approved ticketing system, assign a priority level to each request and respond to the customer inquiry. The Tier 1 employee shall attempt first call resolution and update the status of a ticket upon resolution.

- Escalate tickets to Tier 2 when additional support is required and the ticket requires greater subject matter expertise.

- Maintain communication with the user regarding case status and resolution per the SLA.

- Maintain responsibility for all tickets until final resolution is achieved and documented/closed: this includes tracking tickets that are escalated to the Tier 3 level.

9.1 SUBTASK 1 - PROVIDE HELP DESK SUPPORT FOR ASSET AND TRANSPORTATION MANAGEMENT (ATM) APPLICATIONS

The Contractor shall provide help desk support for the ATM applications. The Contractor shall be responsible for all Tier 1 and Tier 2 inquiries from internal GSA and external users ~~(a list of approved external users will be provided upon award)~~. The Contractor shall respond to requests related to ATM applications listed in Section J, Attachment I.

The types of inquiries (many are documented in the ticketing system Knowledge Base for reference) supported by Tier 1 ATM help desk may include, but are not limited to:

- Customers requesting customer numbers and access codes to log in to Fleet Drive-Thru.
- Customers that need help entering new tags into the system, or have questions about why certain functions have been added/removed.
- Requests for assistance with logging into the Defensive Driving Course.
- Schools, non-profits, and homeschoolers that want to know if they are eligible to receive donations through computers for learning (CFL).
- Property managers that request assistance with allocating/denying requests.
- Customers that are locked out of their accounts, and request to have the password reset.
- Federal agencies in need of assistance with requisitioning or donating property.
- Transportation carriers and customers alike needing assistance with utilizing the features available through Transportation Management Services Solution (TMSS).
- Agency users, transportation services providers, and GSA application users requesting assistance with their respective modules functionality within the TARPS (TAMS) application.

Below are the Tier 1 and Tier 2 support details for GSA Fleet.

GSA Fleet Tier 1 Support

Contractor Tier 1 support personnel shall provide users with contact information for various help desk services for Fleet Service Representatives (FSRs), local Fleet Management Centers, Maintenance and Accident call centers, Agency Fleet Manager, Fleet Vehicle Buying Team, Short-Term Rental Team, and UNICOR.

The Contractor shall assist customers with inquiries related to applications listed below.

Note: Some of the information provided by the customer can be verified by using the Fleet Management System (FMS).

9.1.1   GSA Fleet Mailbox (gsafleet@gsa.gov)
The Contractor shall respond to emails and provide assistance to GSA Fleet questions.

9.1.2   FMVRS (Federal Motor Vehicle Registration System)
- Assist customers with updating the status of their license plate orders, getting license plate records to display when UNICOR orders have been loaded into the FMVRS, disassociating expired license plates from registered Vehicle Identification number (VIN) and associating renewed license plates to registered VINs.
- Explain how to update and receive tag orders, update and modify vehicle identification numbers (VINs), and attach vehicle tags to VINs.
- Assist with generating Vehicles Registration/ID cards.
- Assist with generating vehicle or license plate inventory reports.
- Assist with resetting passwords and helping users log back into FMVRS.
- Replicate technical issues, record all troubleshooting steps taken and update the help desk ticket with the results.

9.1.3   DRM (Dispatch Reservation Module)
- Guide users through the steps of reserving vehicles.
- Assist users with generating reports.
- Per the dispatcher's request, delete inactive accounts and update account permission levels.
- Assist dispatchers with adding vehicles to the motor pool.
- Reset passwords.
- Generate reservation history reports to determine why vehicles are unavailable in the system.
- Escalate technical issues and questions to the DRM team (vehicledispatch@gsa.gov) if further assistance is required.

9.1.4   GSA Fleet Drive Thru Mailbox

Website: gsadrivethruhelp@gsa.gov

- Unlock user accounts.
- Assist users with resetting their password.
- Assist users with registering for GSA Fleet Drive Thru.
- Verify the Point of Contact on the account.
- Provide the Customer Number and Access Code for registration purposes.
- Assist with adding multiple Customer Numbers to a user's profile.
- Route customers to the Training Page(s).
- Direct users to the Fleet Guides (mostly the Customer Leasing Guide).
- Escalate technical issues and all questions that require further assistance to the next level of support.

9.1.5   Defensive Driving Course
- Walk users through troubleshooting steps to successfully register and login.
- Assist users with logging in as returning students.
- Escalate requests for certificates, passwords, and special requests to the National Safety Council, and all other questions that require further assistance to howsmydriving@gsa.gov.

9.1.6   GSA Replacement Vehicle (CAM)
- Assist users with filling out the Replacement Vehicle Worksheet and sending it to the next level of customer review/approval.
- Escalate technical issues to the Replacement Vehicles Team (gsa.fleet.acquisition@gsa.gov).

9.1.7   Fleet Replacement Card Ordering
- Guide users through the steps for requesting a replacement card.
- Provide users with the contact information to the Loss Prevention Team (LPT) and verify the status of their order.
- Depending on the question, the ATM team may escalate the questions that require further assistance to replacementcards@gsa.gov or lpt@gsa.gov.

9.1.8   Customer-Driven Data (CDD)
- Ensure users are updating the CDD template correctly.

- Troubleshoot upload issues, recording all steps taken and escalating technical issues and all questions that require further assistance to the next tier of support.

9.1.9   Mileage Express
- Guide users through the steps of updating mileage and verify that mileage was updated.
- Explain how to update mileage through GORP (Get Odometer Readings at the Pump).
- Escalate technical issues, FTP questions and all questions that require further assistance to the next tier of support.

9.1.10 PM Express
- Explain how PM Express works and walk users through the steps of updating their PMs.
- Escalate technical issues and all questions that require further assistance to the next tier of support.

9.1.11 Reports Carry Out
- Walk users through troubleshooting steps to successfully generate reports.
- Explain to users the data output.
- Escalate technical issues and all questions that require further assistance to the next tier of support.

9.1.12 Speed Pay
- Assist users with updating their Line of Accounting and provide SpeedPay field definitions.
- Escalate technical issues and all questions that require further assistance the next tier of support.

9.1.13 ePay
- Document detailed payment and/or website trouble for ePay and escalate to the ePay team (epayhelp@gsa.gov).

9.1.14 FedFMS
- For new user account requests or password resets, provide users with the contact information for their Agency Fleet Manager.
- Walk users through the steps of updating repair orders.
- Troubleshoot and forward technical issues and questions to FedFMS team (gsa.fedfms@gsa.gov).

9.1.15 VFE

- Troubleshoot technical issues and forward VFE password requests and other issues that require further assistance to the VFE team (vfesupport@gsa.gov).

GSA Fleet Tier 2 Support

In Tier 2, the Contractor shall provide all Tier 1 tasks in addition to Tier 2 tasks listed below as follows:

- Work directly with FSRs to provide them with immediate assistance and determine if they have any special requests or questions.
- Identify issues affecting all users or entire agencies.
- Work on special requests for customers when the FSR is unable to assist them.
- Schedule an appointment with users to work on in-depth requests that require more time, including GSA ITT/FUR reporting and Replacement Vehicle Worksheets.

9.1.16 FMS2GO

- Walk users through the troubleshooting steps of connecting the MC9190 handheld device to Windows Mobile Device Center.
- Walk users through the troubleshooting steps of uninstalling and reinstalling FMS2GO software on Android devices.
- Walk users through the steps of successfully performing a sync and download.
- Provide users with the contact information for the Regional FMS Coordinator for LID/password issues.
- Provide FSRs with instructions on how to view uploaded vehicles.
- Record all glitches and troubleshooting steps taken and escalate to FMS2GO team for further assistance (fleet.support@gsa.gov).

10 TASK 1 - PROVIDE HELP DESK SUPPORT FOR VENDOR SUPPORT CENTER (VSC) APPLICATIONS

The Contractor shall provide the Government with the necessary help desk services at the Tier 1 and Tier 2 levels to support the VSC. Customers who use this help desk include primarily internal GSA users and the vendor community.

The VSC help desk shall receive requests from the vendor community related to GSA Advantage and all of its subsystems. The Contractor shall receive requests related to, at minimum, all VSC applications listed in Section J, Attachment I. Examples of inquiries received by the VSC help desk include, but are not limited to:

- Assisting vendors in placing their catalog, contract, and pricing information on GSA Advantage using the Schedule Input Program (SIP) application.

- Assisting users in the querying of historical data and information in response to requests using the Schedule Sales Query (SSQ) Tool.

- Support vendors in reporting their sales data and industrial funding fees (IFF) using the 72A Reporting application or GSA IT Sales Reporting application, to include system use and log-in.

- Assisting vendors with the FAS Sales Reporting System formerly called TDR. A new sales reporting system intended to replace 72A. Vendors will report sales information either monthly or quarterly and will also pay their Industrial Funding Fee (IFF) via this new application. Support VA vendors in reporting their quarterly sales data and fees using the Veterans Affairs (VA) Sales Portal application, to include system use and log-in.

- Support vendors in reporting their quarterly sales data and fees using the E-Gov Travel application, to include system use and log-in.

In addition, the Contractor shall conduct weekly training (for either products or services), if required (as determined by the GSA PM), for GSA Vendors on how to use various GSA applications such as the Schedule Input Program (SIP), eBuy, GSA Advantage, and others. Training materials shall be provided to the vendors via an established link in the VSC website. The Contractor shall provide a log of training provided including vendor or company, name, phone, email address, type of training provided submitted monthly with the monthly status report.

11 TASK 1 - PROVIDE HELP DESK SUPPORT FOR GSA ADVANTAGE APPLICATIONS

The Contractor shall respond to requests related to, at minimum, all GSA Advantage applications listed in the Section J, Attachment I. Examples of inquiries received by the GSA Advantage help desk include, but are not limited to:

- Assist users with the ordering process and any issues associated with GSA Advantage orders, including orders that may not have been fulfilled by the vendor.

- Assist users on the use of GSA Advantage, GSA eLibrary, eBuy applications, and Advantage Spend Analysis Program (ASAP).

- Assist vendors with accessing Purchase Orders (PO) in the PO Portal application.

- Assist users with User ID and Password Resets (Tier 1).

- Assist users with GSA Advantage navigation and complete order processes (Tier 1).

- Use the GSA approved ticketing system to create or update incident tickets for all inquiries (Tier 1, Tier 2).

- Assist users with the removal of vendor catalogs from GSA Advantage (Tier 2).

- Offer assistance with more complex issues and coordinate with Tier 3 (outside the scope of this SOW) for resolution (Tier 2).

12   TASK 1 - PROVIDE OPTIONAL SURGE SUPPORT FOR GSA APPLICATIONS

During the task order period of performance, the Contractor may be asked to provide increased support due to call volumes above normal thresholds (reference Attachment P, Current Env Inquiry). While the scenarios are not all-inclusive, the following are instances in which the Contractor may identify an issue or the GSA may identify the need for additional support:

- Adverse impacts from changes to existing applications. Applications requiring support under this contract may undergo changes by the application team to provide enhanced functionality or routine updates. It is possible that changes may lead to either adverse impacts on the usability of applications or require increased assistance until users become accustomed to the changes. As a result, the Contractor may be asked to increase support until the number of inquiries return to normal call volumes. Surge support requested via this scenario is designed as a solution to a temporary problem.

- Introduction of new applications into the GSA environment. It is expected that the GSA's application portfolio will evolve over time as applications are retired, developed and/or replaced. In some instances, the introduction of new applications into the GSA environment may result in the need for additional Contractor staff to ensure support for the full suite of applications monitored by the help desk. Surge support requested via this scenario is designed as a solution to a temporary problem.

- Consolidation of help desk support from other GSA offices – GSA continually strives for efficiency improvements. The potential exists to merge other GSA help desk operations into the task order, increasing the number of applications and inquiries and therefore, increasing the size (staffing) of the help desk.

The process for adding optional surge support will be requested on a case-by-case basis, approved by the Government, and executed via a **formal modification to the task order issued by the Contracting Officer**. The Contractor shall provide a schedule and cost estimate (per each request) to provide surge support for Government review and approval **prior** to

providing any additional surge support under this optional task. The Contractor shall provide the capability to track performance and cost at the individual surge request level.